

## **Exhibit A-2 Agency Site Manager Job Description –Operating Phase**

Each Agency shall appoint a Site Manager who will function as the single point of contact for the ORCA Operations Manager, the ORCA Regional Program Administrator and the other ORCA Regional Service Providers. In this role the Site Manager is responsible for coordinating with internal Agency staff in order to respond appropriately in a timely manner. The Site Manager shall be endowed with reasonable authority to make most decisions required for efficient and timely administration of the ORCA System. Where the Site Manager is not authorized to make decisions for the Agency (e.g., the Agency bank accounts or fare policy), the Site Manager is responsible for identifying the Agency representative who will communicate with the ORCA Regional Service Providers. The individual Agency Site Managers are considered to be key participants in the regional aspects of the ORCA Program, however they report solely and directly to the Agency they represent.

### **1. Primary Responsibilities**

- a. Serve as primary Agency point of contact/authorized official for the ORCA Operations Manager, the ORCA Regional Program Administrator, the other ORCA Regional Service Providers, Joint Consultants, and/or the RFC Contractor as required;
- b. Coordinate all internal Agency resources to meet all Agency requirements in this Agreement and the RFC Contract;
- c. Identify the appropriate authorized Agency representatives to communicate with the Regional Service Providers in areas where the Site Manager is not authorized to give direction on behalf of the Agency;
- d. Promptly advise the ORCA Operations Manager or the ORCA Regional Program Administrator, as applicable of any performance issues by the RFC Contractor or Joint Consultants;
- e. Coordinate the Agency review and approval of all changes, updates or upgrades to the technical design and functionality of the ORCA System;
- f. Attend regular (e.g. weekly) regional meetings to discuss system operating and/or administration issues and participate in the summary of regional system performance and issue identification.

### **2. Secondary Responsibilities**

- a. Inform, as appropriate, internal Agency staff on system matters to enable an efficient and accurate communication process
- b. Ensure the cooperation of all internal Agency staff with the RFC Contractor and Joint Consultants as required for the operations and administration of the ORCA System.
- c. Provide, as required for system updates, upgrades or changes, the necessary interface specifications for all existing Agency systems;
- d. Facilitate, as required for system updates, upgrades or changes, communication with the contractors and suppliers of existing systems or equipment as required;
- e. Provide plans and drawings of Agency facilities and vehicles as required;
- f. Coordinate appropriate approvals for the RFC Contractor to access required locations for the purpose of site surveys or system equipment repairs or installation;

- g. Assist in the coordination and scheduling of vehicles for installation and testing purposes;
- h. Coordinate all necessary staff and resources to support testing activities;
- i. Participate in the testing of all new releases or other types of testing, as required;
- j. Review new or updated training documentation and coordinate Agency staff attendance at training classes;
- k. Provide equipment and system support as indicated by the "Maintenance Services Chart" in Division II, section 6.II-10.1 of the RFC Contract;

### 3. Qualifications And Experience

The Site Manager shall either possess the following experience, or assume primary responsibility for the performance multiple Agency staff that will perform work requiring this experience:

- a. Experience developing and monitoring operating budgets, work schedules, and status reports;
- b. Experience planning, organizing, and directing the work of staff, consultants, and contractors;
- c. Experience monitoring vendor performance;
- d. Experience establishing work plan details, reporting progress, and anticipating and resolving issues; and
- e. Experience installing and testing new hardware, software, and data communication networks, as related to a project.

### 4. Time Commitment

As Needed